



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending September 30, 2013

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.20	3.00	2.90	3.03
B. Operator Answer Time - Information [730.510(a)(1)]	5.30	4.69	4.20	4.73
C. Repair Office Answer Time [730.510(b)(1)]	47.00	36.00	37.00	40.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.00	15.00	33.00	21.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	5.18	3.83	2.18	3.73
H. Percent Repeat Trouble Reports [730.545(c)]	16.92%	15.22%	6.06%	12.73%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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